GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:1716
ANSWERED ON:25.11.2016
'Mera Aspataal' Initiative
Suman Shri Balka

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government has launched the "Mera Aspataal/My Hospital" initiative to empower the patients by seeking their views on quality of experience in a public healthcare facility; and

(b) if so, the details thereof?

Answer

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI FAGGAN SINGH KULASTE)
(a) & (b): An IT based feedback system "Mera Aspataal' (My Hospital) was launched by Government of India on 29.08.2016. A multi-channel approach is used to collect information on patients' level of satisfaction i.e., Short Message Service (SMS), Outbound Dialling (OBD), Web Portal, and Mobile Application. The application automatically contacts the patient (outpatient after the closure of the OPD and the inpatient at the time of discharge) using the above information to collect information on patients' level of satisfaction. The application provides almost real time analysis of data and meaningful insights to analyze the performance at different levels i.e., from facilities to national level. It helps the Government and the participating institutions to develop action plans based on the feedback leading to improved patient experience and quality of care.
Currently, 75 hospitals, where centralized Hospital Management System (HMS) was already functional, have been included into this initiative.
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